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concl
regarding whether at least one agent, among the plurality of agents, is available, each telecommunications network being a disparate telecommunications network with respect to other telecommunications networks of the plurality of telecommunications networks, the agent being coupled to each disparate telecommunications network;

determining which available agent is to be connected based on the availability of the agent as well as one of an agent skill level and a most idle agent criteria;

responding to the query with a connection information of a determined agent;

and

connecting the call to the determined agent.

11. (Three Times Amended) A system comprising:

at least one agent, among a plurality of agents in a call center, receiving calls from at least two disparate telecommunications networks; and

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a processor coupled to the at least one agent and to each telecommunications network from which the agent receives calls, the processor receiving a query from a telecommunications network regarding whether at least one agent among the plurality of agents is available, determining the at least one agent based on the availability of the agent as well as one of an agent skill level and a most idle agent criteria, and responding to the query with a connection information of the at least one agent.

SUB A' > 21. (Amended) A method for connecting a call to one agent among a plurality of agents in a call center, the method comprising the steps of:

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cont
(i) receiving a query from one of a plurality of telecommunications networks requesting connection of the call to one agent of the plurality of agents, each telecommunications network being a disparate telecommunications network with respect to other telecommunications networks of the plurality of telecommunications networks, the agent being coupled to each disparate telecommunications network without converting data format;

(ii) determining the availability of the plurality of agents where if an agent is not in communication with at least one of the plurality of the telecommunication networks,

it is determined available;

(iii) responding to the query with a connection information of a determined agent; and

(iv) connecting the call to the determined agent.

22. (Amended) A system comprising:

(i) at least one agent, among a plurality of agents in a call center, receiving calls from at least two disparate telecommunications networks;

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copy,
(ii) a processor coupled to at least one agent among the plurality of agents and to each telecommunications network from which the at least one agent receives calls without converting data format, the processor configured to:

(a) receive a query from one of the at least two disparate telecommunications network regarding whether at least one agent, among the plurality of agents, is available;

(b) determine the availability of the plurality of agents based on status whether or not an agent is in communication with one of the at least two disparate telecommunication network; and

(c) respond to the query with a connection information of an agent.